DOCUMENT RESUME

ED 392 444 IR 055 823

AUTHOR Deines-Jones, Courtney; Van Fleet, Connie
TITLE Preparing Staff To Serve Patrons with Disabilities. A How-To-Do-It Manual. How-To-Do-It Manuals for Librarians, Number 57.
REPORT NO ISBN-1-55570-234-1
PUB DATE 95
NOTE 153p.
AVAILABLE FROM Neal-Schuman Publishers, Inc., 100 Varick St., New York, NY 10013 ($39.95).
PUB TYPE Books (010) -- Guides - Non-Classroom Use (055)

EDRS PRICE Document Not Available from EDRS.
DESCRIPTORS *Accessibility (for Disabled); Access to Information; *Disabilities; Disability Discrimination; Employee Attitudes; Information Sources; Library Instruction; Library Personnel; *Library Services; Misconceptions; Older Adults; Outreach Programs; Reference Services; Staff Development; Training; *User Needs (Information); User Satisfaction (Information)

ABSTRACT

It is estimated that one in every five people in the United States has problems performing daily activities without help, perhaps due to the aging of the population and to more and more children surviving severe birth defects. The importance of library services to the disabled cannot be overestimated; they have the same information needs as any other segment of the population, but they often require innovative strategies to access that information. This book focuses on day-to-day practice rather than policy formation, providing tips, resources, and front-line procedures that library staff can use to provide quality service to non-traditional patrons like the disabled. Chapters are divided by service area, including: (1) "Library Orientation and Instruction"; (2) "Reader's Advisory and Reference Services"; (3) "Circulating Materials in the Library"; (4) "Outreach Services"; (5) "Programming"; (6) "Special Needs of Children and Young Adults"; (7) "Special Needs of Seniors"; (8) "The Importance of Training--What Front-Line Staff Members Can Do"; and (9) "Safety First!" Each chapter typically includes detailed hypothetical problems and solutions, suggestions for making the library and its materials physically accessible, suggestions for overcoming staff misconceptions or discomfort, and a list of print and electronic resources. The book also provides sample awareness checklists and sample forms that may be used when requesting materials or services for disabled patrons. (BEW)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****